

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1 1. (currently amended) A voice portal hosting system,
2 intended to be connected to a first voice telecommunication
3 network in order for a plurality of users in said network to
4 establish a connection with said system using voice equipment in
5 support of the ordering of products and/or services from any of
6 a plurality of independent value-added service providers, said
7 system comprising:

8 a memory in which a plurality of interactive voice response
9 applications providing interactive voice response
10 functionality is stored, each of said applications
11 including an executable component for execution by
12 said hosting system;

13 a common speech recognition module;

14 means for storing a plurality of user-specific speech
15 models adapted to specific users for use by the common
16 speech recognition module;

17 a user identification module for identifying a user;

18 means for retrieving the user-specific speech model of the
19 identified user from said plurality of models;

20 and

21 uploading means for independently uploading said plurality
22 of interactive voice response applications, to said
23 system[[,]] in advance of any ordering of said
24 products and/or services, by [[a]] said plurality of
25 independent value-added service providers, wherein
26 the identified user interacts with one or more of said
27 interactive voice response applications, and wherein

28 said one or more interactive voice response applications
29 utilize said retrieved user-specific speech model via
30 said common speech recognition module for recognizing
31 speech of the identified user, wherein each of said
32 interactive voice response applications includes an
33 executable component for execution by said hosting
34 system, ~~said executable component comprising at least~~
35 ~~one of an executable file, a Java Bean, a Corba-~~
36 ~~component, a compiled software module, and a pre-~~
37 ~~compiled software module~~ and wherein
38 said user-specific speech model is further adapted to the
39 specific user during said ordering of said product
40 and/or services from any one of said service providers
41 such that said further adapted model is then utilized
42 for future ordering of products and/or services from
43 any other of said service providers.

1 2. (original) The voice portal hosting system of claim 1,
2 wherein said common speech recognition module comprises a common
3 user profile database.

1 3. (original) The voice portal hosting system of claim 2,
2 wherein said common user profile database includes user
3 preferences.

1 4. (original) The voice portal hosting system of claim 3,
2 wherein said user preferences include a delivery address for
3 goods and/or services ordered with said value-added service
4 providers.

1 5. (original) The voice portal hosting system of claim 3,
2 wherein said user preferences include a billing address and/or

3 preferences for goods and services ordered with said value-added
4 service providers.

1 6. (canceled).

1 7. (original) The voice portal hosting system of claim 6,
2 comprising means for adapting said common speech models
3 associated to a user during each dialogue between said user and
4 each of said interactive voice response applications.

1 8. (original) The voice portal hosting system of claim 7,
2 wherein said means for adapting said common speech models uses
3 recorded users' speech samples for adapting said common speech
4 models off-line.

1 9. (original) The voice portal hosting system of claim 1,
2 wherein said common speech recognition module uses Hidden Markov
3 Models, and further comprising a Hidden Markov Models adaptation
4 module for adapting said models to said user.

1 10. (original) The voice portal hosting system of claim 9,
2 wherein said Hidden Markov Models adaptation module allows for
3 an incremental adaptation of said models.

1 11. (original) The voice portal hosting system of claim 1,
2 wherein said common speech recognition module uses user-specific
3 language models.

1 12. (original) The voice portal hosting system of claim 11,
2 comprising means for adapting said common language models
3 associated to a user during each dialogue between said user and
4 each of said interactive voice response applications.

1 13. (original) The voice portal hosting system of claim 1,
2 wherein said common speech recognition module uses selections
3 previously made by said users.

1 14. (previously presented) The voice portal hosting system
2 of claim 13, wherein said selections previously made by said
3 users are stored in said voice portal hosting system for
4 improving the arborescence of the menus.

1 15. (original) The voice portal hosting system of claim 1,
2 wherein at least a plurality of said interactive voice response
3 applications use a common user identification module run on said
4 system.

1 16. (original) The voice portal hosting system of claim 15,
2 wherein said user identification module uses an identification
3 of the equipment used by said user in said first
4 telecommunication network.

1 17. (original) The voice portal hosting system of claim 16,
2 being operated by a telecom operator of said first
3 telecommunication network, wherein said user identification
4 module uses an identification of the equipment used by said user
5 in said first telecommunication network even when said
6 identification is not available for the other B-subscribers of
7 said first telecommunication network.

1 18. (original) The voice portal hosting system of claim 15,
2 wherein said user identification module uses a voice-based user
3 identification module.

1 19. (original) The voice portal hosting system of claim 15,
2 wherein said common speech recognition module uses a speaker-
3 dependant speech recognition algorithm, wherein said speaker is
4 identified by said common user identification module.

1 20. (original) The voice portal hosting system of claim 1,
2 wherein at least a plurality of said interactive voice response
3 applications use a common billing module and a common clearing
4 center for dispatching the collected amounts to said value-added
5 service providers.

1 21. (original) The voice portal hosting system of claim 20,
2 wherein said common billing module allows for the billing of
3 transactions between said users and said value-added service
4 providers on a common bill prepared by the operator of said
5 voice portal hosting system.

1 22. (original) The voice portal hosting system of claim 20,
2 wherein at least a plurality of said users have a deposit
3 account on said voice portal hosting system which can be used
4 for transactions with a plurality of said value-added service
5 providers.

1 23. (original) The voice portal hosting system of claim 1,
2 wherein at least a plurality of said interactive voice response
3 applications use a user authentication module based on an
4 electronic signature and/or on biometric parameters of said
5 users.

1 24. (original) The voice portal hosting system of claim 1,
2 wherein said second telecommunication network is a TCP/IP
3 network.

1 Claim 25 (canceled).

1 26. (original) The voice portal hosting system of claim 25,
2 wherein a compilation module run on said system compiles said
3 interactive voice response applications.

1 27. (original) The voice portal hosting system of claim 1,
2 wherein at least one free interactive voice response application
3 is made available by the operator of said system.

1 28. (original) The voice portal hosting system of claim 27,
2 wherein said free interactive voice response application
3 includes a free directory assistance service.

1 29. (canceled).

1 30. (currently amended) A method for allowing each of a
2 plurality of value-added service providers to set up an
3 interactive voice response application including an executable
4 component for execution by a voice portal hosting system
5 commonly used by said plurality of value-added service
6 providers, said voice response application for being used by a
7 plurality of users for ordering products and/or services from
8 said service providers, said method comprising the steps of:
9 storing a plurality of user-specific speech models adapted
10 to specific users for use by a common speech
11 recognition module;

12 identifying a user calling said system;
13 retrieving the user-specific speech model of the identified
14 user from said plurality of models;
15 independently uploading, to said system, said interactive
16 voice response applications which provide interactive
17 voice response functionality in advance of any
18 ordering of said products and/or services;
19 the identified user interacting with one or more of said
20 interactive voice response applications; and
21 said one or more of said interactive voice response
22 applications using said retrieved user-specific speech
23 model via said common speech recognition module for
24 executing on said hosting system for recognizing
25 speech of the identified user for ordering said
26 products and/or services from one of said service
27 providers such that said user-specific speech model is
28 further adapted during said ordering such that said
29 further adapted model is then utilized for future
30 ordering of products and/or services from another of
31 said service providers, ~~wherein said interactive voice~~
32 ~~response applications include an executable component~~
33 ~~for execution by said hosting system, said executable~~
34 ~~component comprising at least one of an executable~~
35 ~~file, a Java Bean, a Corba component, a compiled~~
36 ~~software module, and a pre-compiled software module.~~

1 31. (original) The method of claim 30, wherein said
2 interactive voice response applications use a common user
3 profile database stored in said voice portal hosting system.

1 32. (original) The method of claim 31, wherein said
2 interactive voice response applications use user preferences

3 stored in said common user profile database.

1 33. (original) The method of claim 32, wherein said user
2 preferences include a delivery address for goods and/or services
3 ordered with said value-added service providers.

1 34. (original) The method of claim 33, wherein said user
2 preferences include a billing address and/or preferences for
3 goods and/or services ordered with said value-added service
4 providers.

1 35. (original) The method of claim 34, wherein said common
2 speech recognition module uses common users' speech models.

1 36. (original) The method of claim 35, wherein said common
2 speech models associated to a user are adapted during each
3 dialogue between said users and each of said interactive voice
4 response applications.

1 37. (original) The method of claim 30, wherein said common
2 speech recognition module uses common users' language models.

1 38. (original) The method of claim 37, wherein said common
2 language models associated to a user are adapted during each
3 dialogue between said user and each of said interactive voice
4 response applications.

1 39. (original) The method of claim 30, wherein at least a
2 plurality of said interactive voice response applications uses a
3 common user identification module run on said system.

1 40. (original) The method of claim 39, wherein said user
2 identification module uses an identification of the equipment
3 used by said user in said first telecommunication network.

1 41. (original) The method of claim 40, wherein said voice
2 portal hosting system is operated by a telecom operator of said
3 first telecommunication network, wherein said user
4 identification module uses an identification of the equipment
5 used by said user in said first telecommunication network even
6 when said identification is not available for the other B-
7 subscribers of said first telecommunication network.

1 42. (original) The method of claim 39, wherein said user
2 identification module uses a voice-based speaker identification
3 module.

1 43. (original) The method of claim 39, wherein said common
2 speech recognition module uses a speaker-dependant speech
3 recognition algorithm, said user being identified by said common
4 user identification module.

1 44. (original) The method of claim 30, wherein at least a
2 plurality of said interactive voice response applications use a
3 common billing module and a common clearing center for
4 dispatching the collected amounts to said value-added service
5 providers.

1 45. (original) The method of claim 44, wherein said common
2 billing module allows for the billing of transactions between
3 said users and said value-added service providers on a common
4 bill prepared by the operator of said voice portal hosting

5 system.

1 46. (original) The method of claim 44, wherein at least a
2 plurality of said users have a deposit account on said system
3 which can be used for transactions with a plurality of said
4 value-added service providers.

1 47. (original) The method of claim 30, wherein at least a
2 plurality of said interactive voice response applications use a
3 user authentication module based on an electronic signature
4 and/or on biometric parameters of said users.

1 48. (original) The method of claim 30, wherein at least
2 some of said interactive voice response applications are
3 described with Voice extensible Markup Language documents.

1 49. (original) The method of claim 48, wherein a
2 compilation module run on said voice portal hosting system
3 compiles said interactive voice response applications.

1 50. (currently amended) A method for allowing each of a
2 plurality of independent value-added service providers to set up
3 ~~an~~ interactive voice response applications each including an
4 executable component for execution by a voice portal hosting
5 system commonly used by said plurality of value-added service
6 providers and which can be used by a plurality of users for
7 ordering products and/or services from said providers, said
8 method comprising the steps of:

9 independently uploading, through a second telecommunication
10 network, said interactive voice response applications
11 to said system for providing interactive voice

12 response functionality, said uploading done in advance
13 of any ordering of said products and/or services,
14 storing a plurality of user-specific speech models adapted
15 to specific users for use by a common speech
16 recognition module,
17 identifying a user calling said system,
18 retrieving the user-specific speech model of the identified
19 user from said plurality of models,
20 and
21 executing one or more of said voice response applications
22 in response to the user calling said system, said
23 executing including interacting with said user via
24 said common speech module using said retrieved user-
25 specific speech model for recognizing the speech of
26 the user for ordering the products and/or services
27 from one of said service providers, wherein
28 said interactive voice response applications include an
29 executable component for execution by said hosting
30 system, ~~said executable component comprising at least~~
31 ~~one of an executable file, a Java Bean, a Corba-~~
32 ~~component, a compiled software module, and a pre-~~
33 ~~compiled software module,~~ and wherein
34 said common speech models are adapted during each dialogue
35 between said user[[s]] calling the system and any of
36 said interactive voice response applications of said
37 one of said service providers during said ordering,
38 such that said adapted speech models can be utilized
39 by the other interactive voice response applications
40 for the user ordering products and/or services from
41 the other service providers.

1 51. (canceled).

1 52. (currently amended) A voice portal hosting system
2 allowing a plurality of users to establish a connection with
3 said system using voice equipment for interacting with one or
4 more of a plurality of service providers for ordering a product
5 and/or service, said system comprising:
6 means for independently uploading a plurality of
7 interactive voice response applications from said
8 service provides, to said system, via a communication
9 channel in advance of ordering products or services
10 using the system, each of said voice response
11 applications for providing interactive voice response
12 functionality for a corresponding one of said service
13 providers when executed by said hosting system,
14 wherein said interactive voice response applications
15 include an executable component for execution by said
16 hosting system, said executable component comprising
17 at least one of an executable file, a Java Bean, a
18 Corba-component, a compiled software module, and a
19 pre-compiled software module;
20 means for storing said plurality of interactive voice
21 response applications;
22 a common speech recognition module;
23 means for storing a plurality of user-specific speech
24 models adapted to specific users for use by the common
25 speech recognition module;
26 a user identification module for identifying a user calling
27 said system via another communication channel;
28 means for retrieving the user-specific speech model of the
29 identified user from said plurality of models, wherein
30 the identified user interacts with one or more of said
31 interactive voice response applications, and wherein

32 said one or more interactive voice response applications
33 utilize said retrieved user-specific speech model via
34 said common speech recognition module for recognizing
35 speech of the identified user, and further wherein
36 said common speech models are adaptable during dialogue
37 between said users and any of said interactive voice
38 response applications during ordering of products
39 and/or services from the corresponding providers such
40 that said adapted speech models are thereafter
41 utilized by others of said voice response applications
42 for ordering products and/or services of the
43 corresponding other providers.

1 53. (currently amended) A voice portal hosting system,
2 intended to be connected to a first voice telecommunication
3 network in order for a plurality of users in said network to
4 establish a connection with said system using voice equipment
5 for ordering products and/or services from one of a plurality of
6 providers, said system comprising:

7 a memory in which a plurality of interactive voice response
8 applications providing interactive voice response
9 functionality is stored, each of said applications
10 including an executable component for execution by
11 said hosting system;

12 a common speech recognition module;

13 means for storing a plurality of user-specific speech

14 models adapted to specific users for use by the common
15 speech recognition module;

16 a user identification module for identifying a known user
17 or a new user;

18 means for retrieving the user-specific speech model of the
19 known user from said plurality of models;

20 means for updating said user-specific speech models to the
21 new user without using any training phase;
22 and
23 uploading means for independently uploading said plurality
24 of interactive voice response applications, to said
25 system, by a plurality of independent value-added
26 service providers, wherein
27 the identified user interacts with one or more of said
28 interactive voice response applications, and wherein
29 said one or more interactive voice response applications
30 utilize said retrieved user-specific speech model via
31 said common speech recognition module for recognizing
32 speech of the known user ordering a product and/or
33 service from one of said providers, and for further
34 adapting said user-specific speech model during said
35 ordering such that said adapted user-specific speech
36 model can thereafter be utilized for ordering a
37 product and/or service from another of said providers,
38 and wherein
39 speaker independent models are used for a new user prior to
40 updating said user-specific speech models to make the
41 new user into a known user.

1 54. (previously presented) The system of claim 53, wherein
2 each of said interactive voice response applications includes an
3 executable component for execution by said hosting system, said
4 executable component comprising at least one of an executable
5 file, a Java Bean, a Corba-component, a compiled software
6 module, and a pre-compiled software module.

1 55. (currently amended) A method for allowing each of a
2 plurality of value-added service providers to set up an

3 interactive voice response application including an executable
4 component for execution by a voice portal hosting system
5 commonly used by said plurality of value-added service
6 providers, said voice response application for being used by a
7 plurality of users for ordering products and/or services from
8 said providers, said method comprising the steps of:
9 storing a plurality of user-specific speech models adapted
10 to known users for use by a common speech recognition
11 module;
12 identifying a user calling said system as a known user or a
13 new user;
14 retrieving the user-specific speech model of the known user
15 from said plurality of models or else retrieving a
16 speaker independent model for the new user and
17 generating a user-specific speech model for the new
18 user without using any training phase;
19 independently uploading, to said system, said interactive
20 voice response applications which provide interactive
21 voice response functionality;
22 the identified user interacting with one ~~or more~~ of said
23 interactive voice response applications; and
24 said one ~~or more~~ of said interactive voice response
25 applications using said retrieved user-specific speech
26 model or said retrieved speaker independent speech
27 model via said common speech recognition module for
28 executing on said hosting system for recognizing
29 speech of the known user or the new user, respectively
30 for ordering a product or service from one of said
31 providers, such that a user-specific speech model for
32 the new user is created or the retrieved user-specific
33 speech model of the known user is further adapted
34 during said ordering such that said user-specific

35 speech model is thereafter made available for the new
36 or known user to interact with another of said
37 interactive voice applications for ordering a service
38 or product from another of said providers.

1 56. (previously presented) The system of claim 53, wherein
2 each of said interactive voice response applications includes an
3 executable component for execution by said hosting system, said
4 executable component comprising at least one of an executable
5 file, a Java Bean, a Corba-component, a compiled software
6 module, and a pre-compiled software module.

1 57. (currently amended) A method for allowing each of a
2 plurality of independent value-added service providers to set up
3 a[[n]] corresponding interactive voice response application[[s]]
4 ~~each~~ including an executable component for execution by a voice
5 portal hosting system commonly used by said plurality of value-
6 added service providers and which can be used by a plurality of
7 users, said method comprising the steps of:

8 ~~independently uploading, through a second telecommunication~~
9 ~~network,~~ storing said interactive voice response
10 applications ~~to~~ from said providers on said system for
11 providing interactive voice response functionality,
12 storing a plurality of user-specific speech models adapted
13 to known users for use by a common speech recognition
14 module,
15 identifying a user calling said system as a known user or
16 new user,
17 retrieving the user-specific speech model of the known user
18 from said plurality of models or retrieving a speaker
19 independent model for a new user and adapting a user
20 specific speech model for the new user,

21 and
22 executing one ~~or more~~ of said voice response applications
23 associated with one of said providers in response to
24 the user calling said system, said executing including
25 interacting with the user via said common speech
26 module using said retrieved user-specific speech model
27 for recognizing the speech of the known user or using
28 said retrieved speaker independent model for the new
29 user, wherein
30 said common speech models are adapted during each dialogue
31 between said users and any of said interactive voice
32 response applications without using any training phase
33 and wherein
34 the user-specific speech model for the user is further
35 adapted during said interacting such that said user-
36 specific speech model is thereafter made available for
37 interacting with any other of said voice response
38 applications associated with another of said
39 providers.

1 58. (previously presented) The method of claim 57, wherein
2 said interactive voice response applications include an
3 executable component for execution by said hosting system, said
4 executable component comprising at least one of an executable
5 file, a Java Bean, a Corba-component, a compiled software
6 module, and a pre-compiled software module.

1 59. (previously presented) A system for implementing the
2 method of claim 57.

1 60. (currently amended) A method for allowing each of a
2 plurality of independent value-added service providers to set up

3 a[[n]] corresponding interactive voice response application[[s]]
4 ~~each~~ including an executable component for execution by a voice
5 portal hosting system commonly used by said plurality of value-
6 added service providers and which can be used by a plurality of
7 users, said method comprising the steps of:

8 independently uploading, through a second telecommunication
9 network, said interactive voice response applications
10 to said system for providing interactive voice
11 response functionality, wherein said interactive voice
12 response applications include an executable component
13 for execution by said hosting system,

14 storing a plurality of user-specific speech models adapted
15 to known users for use by a common speech recognition
16 module,

17 identifying a user calling said system as a known user or
18 new user,

19 retrieving the user-specific speech model of the known user
20 from said plurality of models or retrieving a speaker
21 independent model for a new user and adapting a user
22 specific speech model for the new user,

23 executing one or more of said voice response applications
24 in response to the user calling said system, said
25 executing including interacting with the user via said
26 common speech module using said retrieved user-
27 specific speech model for recognizing the speech of
28 the known user or using said retrieved speaker
29 independent model for the new user, wherein

30 said common speech models are incrementally adapted during
31 each dialogue between said users and any of said
32 interactive voice response applications using
33 recording speech samples and without using any
34 training phase such that said adapted models are

35 thereafter made available for use by all of said
36 interactive voice response applications of the
37 providers, and wherein
38 said common speech recognition module comprises a common
39 user profile database including user preferences.

1 61. (currently amended) A voice portal hosting system,
2 intended to be connected to a first voice telecommunication
3 network in order for a plurality of users in said network to
4 establish a connection with said system using voice equipment,
5 said system comprising:
6 a memory in which a plurality of interactive voice response
7 applications providing interactive voice response
8 functionality is stored, each of said applications
9 including an executable component for execution by
10 said hosting system;
11 a common speech recognition module;
12 means for storing a plurality of user-specific speech and
13 language models adapted to specific users for use by
14 the common speech recognition module;
15 a user identification module for identifying a user;
16 means for retrieving the user-specific speech and language
17 model of the identified user from said plurality of
18 models;
19 and
20 uploading means for independently uploading said plurality
21 of interactive voice response applications in advance,
22 to said system, by a plurality of independent value-
23 added service providers, wherein
24 the identified user interacts with one ~~or more~~ of said
25 interactive voice response applications for ordering a
26 product or service from the provider corresponding to

27 the one of said interactive voice response
28 applications, and wherein
29 said one ~~or more~~ of said interactive voice response
30 applications utilizes said retrieved user-specific
31 speech and language model via said common speech
32 recognition module for recognizing speech of the
33 identified user during said ordering, and wherein
34 ~~wherein each of said interactive voice response~~
35 ~~applications includes an executable component for~~
36 ~~execution by said hosting system~~
37 said retrieved user-specific speech model is further
38 adapted to the specific user during said ordering from
39 said corresponding service provider such that said
40 further adapted retrieved user-specific speech model
41 is thereafter utilized by any other of said
42 interactive voice response applications for future
43 ordering of products and/or services from the other
44 corresponding service providers.

1 62. (currently amended) A method for allowing each of a
2 plurality of value-added service providers to set up an
3 interactive voice response application including an executable
4 component for execution by a voice portal hosting system
5 commonly used by said plurality of value-added service providers
6 for selling products and/or services, said voice response
7 application for being used by a plurality of users to order said
8 products and services, said method comprising the steps of:
9 storing a plurality of user-specific speech and language
10 models adapted to specific users for use by a common
11 speech recognition module;
12 identifying a user calling said system;

13 retrieving the user-specific speech and language model of
14 the identified user from said plurality of models;
15 independently uploading, to said system, said interactive
16 voice response applications which provide interactive
17 voice response functionality;
18 the identified user interacting with one ~~or more~~ of said
19 interactive voice response applications; and
20 said one ~~or more~~ of said interactive voice response
21 applications using said retrieved user-specific speech
22 and language model via said common speech recognition
23 module for executing on said hosting system for
24 recognizing speech of the identified user for ordering
25 products and/or services from the provider
26 corresponding to said one of said interactive voice
27 response applications, and wherein, ~~wherein said~~
28 ~~interactive voice response applications include an~~
29 ~~executable component for execution by said hosting~~
30 ~~system~~
31 said retrieved user-specific speech model is further
32 adapted to the identified user during said ordering
33 such that said further adapted retrieved user-specific
34 speech model is thereafter utilized for ordering of
35 products and/or services from any others of said
36 service providers using their corresponding
37 interactive voice response application(s).

1 63. (currently amended) A method for allowing each of a
2 plurality of value-added service providers to set up an
3 interactive voice response application including an executable
4 component for execution by a voice portal hosting system
5 commonly used by said plurality of value-added service
6 providers, said voice response application for being used by a

7 plurality of users, comprising the steps of:
8 storing a plurality of user-specific speech models adapted
9 to specific users for use by a common speech
10 recognition module;
11 identifying user equipment being used by a user calling
12 said system;
13 identifying the user using the user equipment;
14 retrieving the user-specific speech model of the identified
15 user from said plurality of models;
16 independently uploading, to said system, said interactive
17 voice response applications which provide interactive
18 voice response functionality;
19 the identified user interacting with one ~~or more~~ of said
20 interactive voice response applications; and
21 said one ~~or more~~ of said interactive voice response
22 applications of one of said providers using said
23 retrieved user-specific speech model via said common
24 speech recognition module for executing on said
25 hosting system for recognizing speech of the
26 identified user and for updating said retrieved user-
27 specific speech model, wherein said interactive voice
28 response applications include an executable component
29 for execution by said hosting system, and wherein
30 said further adapted retrieved user-specific speech model
31 is made available for use by others of said
32 interactive voice response applications of the other
33 providers.

1 64. (currently amended) A voice portal hosting system,
2 intended to be connected to a first voice telecommunication
3 network in order for a plurality of users in said network to
4 establish a connection with said system using voice equipment,

5 said system comprising:
6 a memory in which a plurality of interactive voice response
7 applications providing interactive voice response
8 functionality is stored, each of said applications
9 including an executable component for execution by
10 said hosting system;
11 a common speech recognition module;
12 means for storing a plurality of user-specific speech
13 models adapted to specific users for use by the common
14 speech recognition module;
15 a user identification module for identifying a user;
16 means for retrieving the user-specific speech model of the
17 identified user from said plurality of models;
18 and
19 uploading means for independently uploading said plurality
20 of interactive voice response applications, to said
21 system, by a plurality of independent value-added
22 service providers, wherein
23 the identified user interacts with one ~~or more~~ of said
24 interactive voice response applications of a
25 correspond one of said providers, and wherein
26 said one ~~or more~~ of said interactive voice response
27 applications utilize said retrieved user-specific
28 speech model via said common speech recognition module
29 for recognizing speech of the identified user, wherein
30 said retrived user-specific speech model is further
31 adapated during said interacting and is thereafter
32 made available for use by others of said interactive
33 voice response applications of others of said
34 providers, ~~each of said interactive voice response~~
35 ~~applications includes an executable component for~~
36 ~~execution by said hosting system~~, and wherein

37 said common speech recognition module, said user-specific
38 speech models, and said plurality of interactive voice
39 response applications are all hosted in a single host.

1 65. (new) A method for allowing each of a plurality of
2 value-added service providers to set up an interactive voice
3 response application including an executable component for
4 execution by a voice portal hosting system commonly used by said
5 plurality of value-added service providers for selling products
6 and/or services, said voice response application for being used
7 by a plurality of users to order said products and services,
8 said method comprising the steps of:
9 storing a plurality of user-specific speech and language
10 models adapted to specific users for use by a common
11 speech recognition module;
12 identifying a user calling said system;
13 retrieving the user-specific speech and language model of
14 the identified user from said plurality of models;
15 independently uploading, to said system, said interactive
16 voice response applications which provide interactive
17 voice response functionality;
18 the identified user interacting with one of said
19 interactive voice response applications of a
20 corresponding one of said providers; and
21 said one or more of said interactive voice response
22 applications using said retrieved user-specific speech
23 and language model via said common speech recognition
24 module for executing on said hosting system for
25 recognizing speech of the identified user, wherein
26 said interactive voice response applications include
27 an executable component for execution by said hosting
28 system, and wherein

29 said retrieved user-specific speech and language model is
30 adapted during said interacting.

1 66 (new) The method of claim 65, wherein said adapted
2 retrieved user-specific speech and language model is made
3 available for use by all others of said interactive voice
4 response applications of the other providers.